



Canada's LGBTQ2+ Archives

Volunteer Policy A021 V.05

Purpose: The purpose of this policy is to provide high-level information focused on The ArQuives volunteers. It outlines information about recruitment, roles and responsibilities, and termination.

Scope: This policy and related procedures apply to all The ArQuives volunteers and staff members who act on behalf of The ArQuives in carrying out their roles and responsibilities. This policy and associated procedures must also take into account other institutional policies into consideration.

Volunteers and staff are considered partners in implementing the mission and programs of The ArQuives, with each having an equal but complementary role to play. Both parties must understand and respect the needs and abilities of the other.

Definitions

Public: For the purpose of this policy, clients, users, researchers, and the general public will be referred to as "the public."

Staff: A staff member is anyone who is a paid full-time, part-time, probationary, temporary, or casual worker.

Volunteer: A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of The ArQuives. For the purpose of this policy, interns will be referred to as "volunteers."

Workplace: Workplace refers to any land, premises, location or thing at, upon, in or near where ArQuives activities are performed. A workplace could be a building, off-site building, vehicle, open field, or road.

Roles and Responsibilities

1. Unless expressly stated, a volunteer shall not be considered an employee of The ArQuives.
2. The ArQuives accepts volunteers with the understanding that such service is at the sole discretion of The ArQuives.
3. Volunteers must conduct themselves with integrity, ethics, honesty, and diligence in support of The ArQuives mandate and vision.
4. Volunteers are responsible for presenting a good image to the public and to the community.
5. Volunteers are expected to respect The ArQuives property and collections.
6. Volunteers may be placed through either an interest in specific volunteer positions and suitability for a project.
7. Volunteers are expected to respect and follow the Volunteer Code of Conduct, policies, procedures.
8. Volunteers have the right to meaningful assignments, to be treated as equals, to effective supervision, to full involvement and participation, and to recognition for their work.
9. Volunteers agree to perform their duties to the best of their abilities and to pursue the mandate, strategic plan, policies, and procedures of The ArQuives.
10. Individual volunteers are responsible for signing in and out on Timesheets when at 34 Isabella Street and for documenting their hours outside 34 Isabella Street. Individual volunteers who volunteer offsite are responsible for reporting these hours to the Volunteer Coordinator each week or at the end of every month. A digital template shall be provided to the volunteers for reporting purposes.
11. Volunteers are not to take part in any action, agreements, or make any statement that might significantly affect or obligate The ArQuives. This includes public statements to the press, agreements of partnerships, coalition or lobbying efforts, financial resources, or collections loans. Volunteers may be authorized to act as representatives of The ArQuives with prior approval of the Executive Director.
12. Individual volunteer records and committee work should be uploaded proactively to The ArQuives's drives or server provided to them.
13. The ArQuives hold proprietary ownership to all work done for or on behalf of The ArQuives.
14. Volunteers will be given credit for their work.
15. Volunteers may request approval to use the material created at The ArQuives elsewhere. Requests should be made in writing to the Executive Director.
16. Volunteers are encouraged to attend conferences and meetings relevant to their volunteer assignments, including those of The ArQuives and other organizations. Prior approval from the Executive Director must be obtained before attending any conference or meeting on behalf of The ArQuives or if reimbursement of expenses is sought.

Recruitment Screening, Orientation, and Onboarding

17. Volunteers shall be recruited by The ArQuives on a proactive basis, with the intent of broadening and expanding the community's volunteer involvement.
18. The ArQuives will passively accept volunteer applications when positions are available.
19. Volunteers shall be recruited from all LGBTQ2+ communities, including people of all genders, sexual orientations, ethno-racial backgrounds, abilities, and more.
20. Volunteers must be over the age of eighteen.
21. All new volunteers must complete the mandatory Volunteer Orientation with the Volunteer Coordinator or Executive Director. No other staff or volunteer can accept a new volunteer on behalf of The ArQuives.
22. The ArQuives accepts volunteers participating in student community service activities, student internship and placement projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs.
23. A written agreement with The ArQuives must be in effect with any placement organization, school, or program and must identify responsibility for volunteer placement supervision.
24. The ArQuives may interview potential volunteers to learn about their interests and skills and to answer any questions. Any staff member who might be involved in supervising this potential volunteer should participate in the interview. The final placement of a volunteer should include consultation with the staff member.
25. Accepted volunteers will officially accept the position in writing to the Volunteer Coordinator or Executive Director at the beginning of their placement. At this time, the volunteer will complete all necessary enrollment paperwork and, if relevant, will receive a copy of their job description.
26. All volunteers will receive a general orientation on the nature and purpose of The ArQuives (including the mission, vision, and values that guide the code of conduct and behaviour of all members of The ArQuives) from the Volunteer Coordinator or Executive Director.
27. All volunteers will receive training from their staff supervisor or volunteer lead to familiarize them with their committee and role.
28. All volunteers must participate in Diversity and Inclusion training within one year of the start of their volunteer period. The ArQuives may implement additional mandatory training for volunteers to support cultural competency and for technical training as deemed necessary.
29. Volunteers will receive training specific to their role, providing them with the information and skills necessary to perform their volunteer assignments.
30. If desired by the volunteer, The ArQuives can assist the volunteer in maintaining appropriate records of volunteer experience that would help the volunteer in future career opportunities, both paid and volunteer. For example, staff can work with volunteers to create a learning plan that can identify learning goals, outline the volunteer's expectations of the placement, or can outline skills that the

individual can utilize within their position. The plan recognizes that The ArQuives and volunteers benefit from the partnership.

31. The volunteer is also encouraged to provide a report from the conference or meeting with the presentation or the minutes provided to their supervisor or committee chair.
32. As appropriate, volunteers shall have access to The ArQuives to fulfill their duties.
33. All volunteers will receive Emergency Preparedness training during their orientation, including the operation of any equipment or handling of hazardous materials.
34. The staff or volunteer lead will be responsible for sharing appropriate policies, guides, manuals, and terms of reference to volunteers as needed for their role.

Volunteer Recognition

35. The ArQuives will organize an annual volunteer recognition event to highlight and honour volunteer contributions to The ArQuives. Pending staff support, The ArQuives will also undertake other volunteer recognition projects, such as nominating volunteers for community awards, and other volunteer appreciation programming.

Reporting Relationship(s) and Mentorship

36. The Volunteer Coordinator, in cooperation with the Executive Director, shall bear primary responsibility for recruiting suitable volunteers, planning effective volunteer training, orientation and supervision; assisting staff in identifying productive and creative volunteer roles; keeping track of volunteer hours; and evaluating volunteer contributions. Should there be no Volunteer Coordinator on staff, the responsibilities will be handled by the Executive Director and the Administrative Assistant.
37. Volunteers are encouraged to grow and develop their skills while serving with The ArQuives and are to be supported in taking on new responsibilities and projects. This mentorship work should be shared by staff and experienced volunteers working in the new volunteer's area, and staff are encouraged to work closely with existing volunteers to mentor the new volunteer.
38. Volunteers have the right to consistent communication with their supervising staff member(s) or volunteer leads in a reasonable time.
39. Volunteers have the right to request meetings (in person or remotely) with their supervising staff member(s) or volunteer leads as needed. These requests should be made with reasonable advance notice for all parties.

Confidentiality

40. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer,

whether it involves a single staff member, volunteer, client, or other person or involves overall The ArQuives business.

Conflict of Interest

41. All volunteers must disclose in writing to the Executive Director and the President of the Board of Directors of any actual, potential, or apparent conflicts of interest with The ArQuives, its staff, volunteers, or partners. If a Board Member has a conflict of interest they will refrain from participating in discussing, trying to influence the outcome of any decisions, and must abstain from voting on the issue.
42. No person with a conflict of interest with any activity or program of The ArQuives, whether personal, philosophical, or financial, shall be accepted or serve as a volunteer on that project without the approval of the Executive Director and President of the Board of Directors.

Reimbursements

43. Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for The ArQuives. Prior approval from the Executive Director must be sought for any expenditure.

Record-Keeping

44. The ArQuives will maintain a record for each volunteer, which may include dates of service, positions held, duties performed, work evaluations, training certificates, and awards received.
45. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records, with respect to the Province of Ontario's *Freedom of Information and Protection of Privacy Act*, RSO 1990.

Feedback and Evaluation:

46. The ArQuives staff or volunteer lead will evaluate the volunteer's work to provide feedback, seek input from the volunteer, and enhance the volunteer's relationship with The ArQuives. Ideally, these evaluations will happen annually.
47. In case of conflicts between volunteers or between volunteers and any other member of The ArQuives, the procedures outlined in The ArQuives *Code of Conduct* and *Conflict Resolution Policy* will be followed.
48. The Volunteer Coordinator or Executive Director shall conduct an annual evaluation of the utilization of volunteers by The ArQuives. This evaluation shall include information gathered from volunteers, staff, and, in some cases, partners and the public.
49. Volunteers may be reassigned, asked to undergo additional training, or directed to end their volunteer service.
50. No volunteer will be asked to leave until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff, who will consult with the Executive Director on the concerns.

Insurance or Liability Coverage for Volunteers:

51. Liability and accident insurance is not provided for volunteers engaged in The ArQuives activities. Volunteers are encouraged to consult with their insurance agents regarding extending their personal insurance to include community volunteer work.

HR and Volunteers

52. Volunteers will not be utilized to displace any paid employees from their positions.
53. The ArQuives accepts that staff may occasionally provide services on a voluntary basis. This service is accepted only if the volunteer service is provided without a coercive nature, involves work which is outside the scope of normal staff duties, and is performed outside of usual working hours.
54. Staff members who choose to volunteer outside their usual work hours and normal duties shall be considered volunteers during that time. They are expected to sign the Volunteer Code of Conduct and are subject to all rules and regulations pertaining to their volunteer work.

Leave of Absence, Resignation, or Dismissal

55. Volunteers may take a leave of absence but must notify their supervisor or committee chair of the duration of their absence as soon as possible.
56. In the event that a volunteer departs The ArQuives, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer Coordinator or Executive Director to inform affected staff and volunteers that the volunteer is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer is outside any scope of the relationship with The ArQuives.
57. Volunteers may resign from their service with The ArQuives at any time. Volunteers who intend to resign are requested to provide advance notice.
58. A voluntary exit interview or survey will be sent to volunteers upon notice of their resignation from The ArQuives. The interview or survey should ascertain why the volunteer is leaving, ask for suggestions to improve the position and organization, and discuss future involvement with The ArQuives. This information will be kept confidential and can be anonymized by the Volunteer Coordinator by request before sharing with other staff and volunteers.
59. Volunteers are under no obligation to participate in an exit interview. Volunteers can request to meet with the Volunteer Coordinator, Executive Director, or a Board Member.
60. A volunteer can be dismissed due to poor performance of job duties or failure to comply with The ArQuives Code of Conduct. The volunteer will be given the opportunity to improve performance or behaviour before dismissal.

61. Grounds for immediate termination include but are not limited to, the physical safety of The ArQuives volunteers, staff, or public, hate speech, theft, fraud, sexual harassment, or intentional destruction or removal of the collection.
62. The ArQuives has the right to ban volunteers from volunteering in the future as a result of immediate termination.

Appendix 1 - Volunteer Code of Conduct
Appendix 2 - Board Director Agreement

Amendment, Modification or Variation

This Policy may be amended, varied, or modified in writing after consultation and agreement by The ArQuives Executive Director and Board of Directors. The Executive Director shall revise the policy every three years or with greater or lesser frequency as warranted. This review process seeks to correct any oversights in previous terms of reference and account for new circumstances that have arisen since the last review.

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